



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

DEPARTMENTAL TECHNOLOGY SYSTEMS TECHNICIAN
DEPARTMENTAL TECHNOLOGY SYSTEMS SPECIALIST

Class No. 002562
Class No. 002561

■ CLASSIFICATION PURPOSE

To perform a broad range of information systems administration, configuration, and evaluation; serves as the technical representative and liaison between the department and the information technology (IT) service provider staff; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in these classifications are responsible for maintaining an efficient and effective working relationship with contract service provider staff.

Departmental Technology Systems Technician:

This is the journey-level class of the series. Under general supervision, this class is responsible for providing a broad range of information systems liaison work to ensure satisfactory operational integrity between the department's technical/business requirements, rules, policies, and service delivery levels with the IT service provider staff.

Departmental Technology Systems Specialist:

This is the lead-level class of the series. Under direction, this class provides a broad range of information systems administration, configuration, and evaluation serving as the technical representative and liaison between the department and the IT service provider staff.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Departmental Technology Systems Technician

Essential Functions:

1. Serves as the technical representative and liaison between the department and the IT service provider staff.
2. Tests, evaluates, and recommends selections of standard departmental IT components.
3. Evaluates and improves the current data processing system by developing test cases and profiles.
4. Provides training and technical assistance to service provider staff regarding various legacy systems and future changes.
5. Analyzes systems problems and recommends appropriate course of action to IT service provider staff.
6. Provides operational support on specific departmental systems in conjunction with IT service provider staff.
7. Represents the department at various user group meetings.
8. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Departmental Technology Systems Specialist

Essential Functions:

All the duties listed above and:

1. Conducts data processing systems audits.

2. Develops management information system reports.
3. Evaluates new developments in computer and software applications to determine upgrade possibilities and makes recommendations to departmental management.
4. Coordinates with IT service provider staff all design, development, evaluation, and support of information systems, operating systems and maintenance requirements needed by the department.
5. Participates actively in fulfilling the County and Department goals and direction.
6. Designs and develops future system enhancements which increase productivity and the efficient utilization of computer equipment.
7. Coordinates assigned service requests to meet requested completion dates within established department standards and at the appropriate level represented by the class.
8. Develops policy and procedure manuals for systems usage.
9. Coordinates several technology sections within a department to ensure efficient data flow between divisions.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles of data communications and telecommunications.
- LAN/WAN concepts and fundamentals.
- Systems analysis, planning, and development.
- Department data processing workflow and scheduling priorities.
- Principles and methods of project management for information systems development including milestone-reporting.
- Principles of organization and management.
- Principles of hardware and software installation, testing, and operation.
- Micro/mini/mainframe computer operating system.
- Standard business practices and basic accounting procedures.
- Vendor policies and contract requirements.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively work with project teams to design and/or develop and/or support high quality computer systems.
- Define user needs and recommend alternatives.
- Establish and maintain effective working relationships with IT service provider staff, users, and others.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Departmental Technology Systems Specialist (in addition to the above):

- Analyze operations problems accurately and take effective action in implementing changes.
- Manage multiple projects.
- Design and deliver system training.
- Conduct presentations to executives, managers, peers, and subordinates.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Departmental Technology Systems Technician:

1. Certification as an OCP (Oracle Certified Professional), Microsoft Windows NT MCP (Microsoft Certified Professional), or MCSE (Microsoft Certified Systems Engineer); OR

2. Completion of an Associate of Arts degree in computer sciences, information systems, or related field from a college or university or the equivalent education preparation; AND, one (1) year of experience providing hardware and software training, identifying and resolving hardware and software problems, and developing a wide variety of applications using packaged software on microcomputer, minicomputer, or LAN systems.

Note: Additional years of directly related, verifiable experience or IT coursework may be substituted for the education/experience requirements on a year for year basis.

Departmental Technology Systems Specialist:

1. Certification as an OCP (Oracle Certified Professional), Microsoft Windows NT MCP (Microsoft Certified Professional), or MCSE (Microsoft Certified Systems Engineer); AND, one (1) year of experience providing hardware and software training, identifying and resolving hardware and software problems, and developing a wide variety of applications using packaged software on microcomputer, minicomputer, or LAN systems; OR,
2. Completion of an Associate of Arts degree in computer sciences, information systems, or related field from a college or university or the equivalent education preparation; AND, two (2) years of experience providing hardware and software training, identifying and resolving hardware and software problems, and developing a wide variety of applications using packaged software on microcomputer, minicomputer, or LAN systems.

Note: Additional years of directly related, verifiable experience or IT coursework may be substituted for the education/experience requirements on a year for year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens. These positions may require on-call support of systems for the County's 7/24 computing environment.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

Revised: March 8, 2001

Reviewed: March 2004

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